



State of Nevada – Department Of Personnel

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
WORKERS' COMPENSATION PROGRAM SPECIALIST V	34	B	12.228
WORKERS' COMPENSATION PROGRAM SPECIALIST IV	33	B	12.232
WORKERS' COMPENSATION PROGRAM SPECIALIST III	32	B	12.235
WORKERS' COMPENSATION PROGRAM SPECIALIST II	30	B	12.238
WORKERS' COMPENSATION PROGRAM SPECIALIST I	28	B	12.239

OPTIONS FOR ALL LEVELS:

- A. CLAIMS
- B. INSURANCE SERVICES
- C. ADMINISTRATIVE SERVICES

SERIES DISCUSSION

Workers' Compensation Program Specialists perform specialized professional services in the operation of a variety of programs which provide industrial insurance coverage to the State's employers, deliver workers' compensation benefits to injured workers, and monitor compliance with applicable industrial insurance and industrial injury laws, regulations and program requirements.

Workers' Compensation Program Specialists independently make significant first-line decisions and authorize actions that impact the delivery of workers' benefits or the provision of policyholders' coverage and routinely recommend an appropriate course of action to higher level supervisors and managers regarding the resolution of contested, sensitive and costly workers' compensation and industrial insurance decisions. Incumbents routinely determine the applicability of pertinent regulations, policies and procedures as they relate to unique and varied situations; at the higher levels, decisions and actions may be subject to a formal appeal process.

Incumbents may be assigned to one specialized program area or may work in a combination of programs within an option. Duties require a working knowledge of the laws, regulations, policies and procedures of the program area and a general knowledge of the inter-relationship of the program with other programs administered by the department.

Positions are allocated to the levels within the series based on the complexity of the assigned program, the level of knowledge and scope of expertise required and the impact decisions and/or actions have on the overall mission of the State's workers' compensation program. Incumbents do not automatically progress through the levels in this series; however, incumbents may be appointed to a class that is lower than the authorized level of the position in a training capacity before they progress to an intermediate level or progress to the authorized level in the series.

Based upon the department to which the position is assigned, positions are allocated to either the Claims, Insurance Services, or Administrative Services option.

- *Claims:* Incumbents receive, review, prepare and process information and documentation related to workers' compensation claims filed as a result of a compensable on-the-job injury or industrial disease. Services are varied and include claims evaluation, medical and compensability review, rehabilitation and vocational services, fraud investigation, disability management assistance, return-to-work programs, and training and education.
- *Insurance Services:* Incumbents provide a variety of services to policy holders (employers) which include small employers, commercial and construction companies, and large employers with special risk management requirements. Service teams work with policyholders to provide policy information and updates, policy

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SERIES DISCUSSION (cont'd)

documents, proof of coverage, audit services, information related to statutes, regulations and policies, and classification, rate and program information.

- *Administrative Services:* Incumbents provide a variety of services related to the administrative functions and financial transactions associated with workers' compensation programs. Services may involve accounts maintenance, processing invoices, calculation and assessment of late payments and penalties, third-party recovery and other services of a financial or legal nature.

Examples of duties and responsibilities which are typical of positions allocated at each level of the series are presented for illustrative purposes and are not intended to be all-inclusive. Consideration should be given to all classification factors and to the organizational and functional relationships among related positions when allocating an individual position to the Workers' Compensation Program Specialist class series.

SERIES CONCEPT

Workers' Compensation Program Specialists perform professional work in conjunction with the implementation and operation of workers' compensation and industrial insurance programs that provide needed services to claimants and policyholders.

May supervise and evaluate the performance of technical and clerical support personnel or lower level Workers' Compensation Program Specialists by scheduling and prioritizing employee workloads; determining needed changes in the work flow processes; resolving technical problems and providing technical guidance; explaining policies and procedures; conducting employee performance evaluations and identifying employee development needs.

Compile statistical information concerning work unit production and operations and prepare periodic reports that summarize or detail data in order to assist management in identifying problem areas and recommending solutions, making policy decisions and analyzing the program's success.

Serve as a liaison between the assigned program and internal personnel and departments, claimants, policyholders, other State agencies and representatives from the medical, legal and public service community to provide and obtain information, give instructions, and explain decisions and computations, resolve problems and discuss or authorize future actions; compose original and individualized correspondence that addresses specific situations.

Independently review, analyze and evaluate current and historic information specific to workers' compensation claims or industrial insurance policies to assess situations and determine the most appropriate course of action according to applicable laws, regulations and procedures and the goals and objectives of the program.

Confer with supervisors, managers and coworkers to discuss work processes, plans or actions to be performed; present and resolve difficult problems/issues; and receive guidance and instruction.

Attend meetings, professional seminars, conferences and/or computer application training to incorporate new developments into work unit operations; provide less experienced coworkers with guidance, training and advice regarding application of methods and procedures and provide technical expertise relative to a specific program or function to experienced personnel.

Perform related duties as assigned.

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CLASS CONCEPTS

Workers' Compensation Program Specialist V: Under direction, Workers' Compensation Program Specialist V's perform duties involving the analysis of complex compensation, medical and disability issues equivalent to the duties and responsibilities described in the class concept for Workers' Compensation Program Specialist IV. In addition, they have primary responsibility for managing a highly specialized claims case load or implementing a principal component of a fully operational workers' compensation program.

For a preponderance of the time, independently coordinate all aspects of the specialized case load or assignment; participate in program planning; recommend and implement actions and procedures to ensure compliance with State law and agency procedures; provide lower level professional staff with technical guidance and assistance with decision making; and act as an agency resource to both management and the Legal Division within their area of specialization.

Perform duties which require incumbents to function with a greater degree of independence and apply a greater depth of knowledge of workers' compensation statutes, regulations, policies and procedures than those assigned to the lower levels of the series; and exercise more frequent and greater depth of subjective judgment in considering alternatives and selecting an appropriate course of action to meet program requirements and achieve program objectives.

For example, incumbents who are assigned a specialized case load manage complex, sensitive claims such as stress, HIV, toxic exposure and fatality claims for a majority of their time. Incumbents who have primary responsibility for a principal component of a workers' compensation program may interpret, coordinate and implement decisions rendered by the legal system which deny, reverse, remand or alter the agency's claims management decisions.

Workers' Compensation Program Specialist IV: Under direction, Workers' Compensation Program Specialist IV's perform the full range of duties described in the series concept. In addition, incumbents: 1) provide claims management services for a disability prevention team which includes the oversight and coordination of all on-going workers' compensation benefits to insure expedient restoration of injured workers in the most cost effective manner; or 2) on a regional or statewide basis, function as a program liaison and technical resource or conducts on-going quality assurance reviews of the claims management process. Incumbents perform professional duties related to the operation of a specialized workers' compensation program that significantly affects costs related to the delivery of benefits or revenues collected by policyholder services. Incumbents implement program functions and provide information and interpretation of the program rules and regulations to department staff, program participants and the general public to ensure their understanding and/or compliance.

Workers' Compensation Program Specialist IV's who are assigned to a disability prevention team manage lost time claims from inception to closure by: reviewing and analyzing new claims for acceptability and eligibility for disability compensation; coordinating early intervention efforts in which claimants, employers and physicians are encouraged to identify and address potential problems and specific limitations that may obstruct the return of injured workers to gainful employment; authorizing appropriate medical and compensation benefits; ascertaining if claimants are medically stable and facilitating the disability awards process; and identifying fraud, subrogation and subsequent injury issues in order to reduce claims costs and promote return to work goals. Incumbents establish claims reserves by reviewing and analyzing claims for severity of injury and identifying future indemnities for medical, compensation, rehabilitation and disability expenses.

May provide training to both new and experienced employees and participate in special projects related to claims management; consult with the nurse and Industrial Counselor assigned to the disability prevention team as well as higher level supervisory and management personnel, staff physicians and attorneys and outside resources to resolve complex medical, rehabilitation and administrative problems.

CLASS CONCEPTS (cont'd)

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Workers' Compensation Program Specialist IV (cont'd)

As a regional program liaison and technical resource or a quality assurance specialist, provide technical assistance and guidance to program staff and program clients including: interpreting laws and regulations pertinent to the assigned program, providing policy and procedural clarification, providing statistical information, completing surveys, conducting research and analysis of programs activities and correcting unresolved or recurring problems.

For example, under direction of the Workers' Compensation Services Chief, the Workers' Compensation Program Specialist IV who is assigned to administer the risk classification program for policyholder services in the northern region of the State ensures that employers are properly underwritten and classified based on the hazardous exposure of their industry. The incumbent serves as the regional authority with respect to risk classification issues, responding to questions and concerns from agency personnel and employers regarding classification codes and rates, rules, regulations and policies; resolving problems relative to employer complaints; developing training for in-house programs regarding risk classification assignments, conducting premium payment research with respect to classification discrepancies, conducting on-site classification surveys of employer operations, and reviewing and approving risk classification assignments for new or revised employer accounts.

The duties and responsibilities assigned to Workers' Compensation Program Specialist IV's on a disability prevention team reflect a greater scope of responsibility and consequence of error, greater level of decision making and greater variety and higher level of knowledge, skills and abilities than those at the lower levels. These distinctions are based on the complexities associated with analyzing complex compensation, medical and disability issues; coordinating early intervention programs; coordinating all on-going medical and compensation benefits; and establishing reserves for future claims indemnity in an emotionally charged, high profile arena. The disability prevention functions have a greater overall impact on agency resources, other programs and personnel within the agency, and the external industrial insurance network including life altering implications for injured workers.

Implementing the operational functions of a specialized workers' compensation program on a statewide or regional basis requires a greater level of independence, greater scope of responsibility and greater variety and higher level of knowledge, skills and abilities than those required at the lower levels of the series.

Workers' Compensation Program Specialist III: Under direction, Workers' Compensation Program Specialist III's perform the full range of duties described in the series concept. Incumbents interpret and apply existing laws, regulations, policies and procedures on a regular, recurring basis within a fully operational program to provide specialized program services and resolve program problems. Incumbents independently make decisions regarding day-to-day program activities that directly provide or impact the delivery of services and the payment or collection processes; and they monitor and assess the effectiveness and efficiency of daily program activities. Decisions of a controversial nature which have a significant impact on the claimant or policyholder are made in consultation with supervisory and managerial personnel. At this level in the series, decisions and actions are typically subject to a formal appeal process.

This is the journey level class for the series. It is distinguished from the lower level in the series by a greater variety and complexity of assignments, a greater level of decision making and a broader scope of responsibility which directly affects benefit delivery or insurance services. At this level, the work regularly impacts a greater number of internal and external functions, the judicial process, service delivery, the payment or collection process and the general public. The following examples of duties and responsibilities are typical of positions that are allocated to this level and are not meant to be all inclusive.

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CLASS CONCEPTS (cont'd)

Workers' Compensation Program Specialist III (cont'd)

Function as account managers for policyholders by reviewing new and revised policies, which are prepared by the technical support staff, for completeness, accuracy and compliance with applicable regulations and procedures; responding to concerns and complaints from policyholders daily regarding classification issues, premium disputes, and policy coverage; coordinating with classification staff to determine appropriate risk assignment; negotiating with policyholders regarding delinquent premium payment terms and pending policy cancellations; and determining appropriate solutions to resolve conflict and initiate appropriate corrective action.

Oversee the management of medical only industrial injury claims by reviewing all new claims, making severity determinations, authorizing payment for initial lost time compensation, and transferring claims which involve lost time, permanent partial disability or subrogation to the Disability Prevention Teams. Incumbents evaluate the ongoing progress of claimants' treatment; authorize prescriptions, diagnostic tests, hospitalizations and surgery as necessary; recommend independent medical examinations in order to determine future treatment needs and compensation for such treatment; and reopen and close claims according to applicable regulations and procedures. Incumbents analyze medical only claims and estimate the probable indemnity of future medical expenses.

Review and evaluate current and prior claims files and related industrial and non-industrial medical records to determine if any claims-related expenses should be credited to employers' accounts under subsequent injury laws. Incumbents compile and submit medical histories for review by medical staff to establish causal connection of pre-existing impairments to current medical conditions; determine the amount of claim costs to be credited to policyholders; and identify pre-existing conditions that qualify for incentives in the employment of disabled workers.

Analyze financial transactions and monitor the financial status of policyholders in order to maintain advance deposits, resolve account balance problems and recover premium deficiencies; execute all collection procedures for amounts due on terminated and canceled accounts and adjust accounts receivable as appropriate; and provide account management services for policyholders who have filed for financial protection under the Federal Bankruptcy Act.

In conjunction with the industrial rehabilitation program, positions at this level coordinate and provide placement services for injured workers who are no longer physically capable of returning to their previous occupation; contact employers and service clubs within the community to establish a job bank and promote the rehabilitation and job placement programs; interact with claimants to assist in appropriate vocational placement; and conduct demographic surveys to obtain labor market information regarding specific occupations and job training programs.

Workers' Compensation Program Specialist II: Under direction, positions allocated to this class are responsible for: 1) independently conducting specialized administrative reviews and analyses of selected activities within a fully operational program such as overpayments to medical providers or payroll reporting of by out-of-state policy holders for the purpose of determining the accuracy of collections and/or payments and compliance with applicable regulations and policies; or 2) functioning as first-line, working supervisors over program support staff who coordinate, control and execute highly technical accounting functions or audit closure activities related to the quality control of claims management or policy service operations.

Make independent program compliance determinations and initiate corrective actions that directly affect claims' expenditures and the collection of revenues from industrial insurance policyholders; work directly with program clientele as well as internal staff to explain program requirements, resolve discrepancies, respond to complaints and coordinate required corrective actions according to regulatory and procedural requirements.

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CLASS CONCEPTS (cont't)

Workers' Compensation Program Specialist II (cont'd)

Compare payroll activities reported by out-of-state policyholders to current file information and employment records to ensure the accuracy of employers' premiums reported and risk classes assigned; advise employers with regard to industrial insurance laws, regulations and policies, and initiate collection of premiums and penalties owed.

Respond to questions, concerns and complaints from providers of medical care for injured workers with regard to appropriate coding, application of laws and regulations and bill payment; compare claims files, medical bills and medical reports for appropriateness of treatment and charges; initiate action to correct deficiencies, reverse overpayments and determine mutually agreeable amounts of payment for services in order to contain costs and maintain quality care.

Function as first-line, working supervisors over staff engaged in review and quality control of administrative changes made to claim files and policyholder files with regards to cost adjustments, claims reopenings and provider refunds; determine which claims expenditures should be included within the scope of administrative write-offs, how and where funds should be applied within claims adjustments and which accounting codes are applicable to the changes. Supervisory duties include assigning and reviewing work, providing training and staff development, conducting performance appraisals, and providing the first level of disciplinary action.

Positions allocated to this class function below the journey level and progression to the next higher level in the series is not automatic. Workers' Compensation Program Specialist II positions are distinguished from those at the lower level by the higher level of decision making, broader scope of responsibility, greater consequence of error and greater variety of knowledge, skills, and abilities required to work directly with program clientele to solve problems and negotiate solutions and make independent program compliance determinations that directly affect the payment and collection of fees; or supervise and perform highly technical accounting and audit closure activities.

Workers' Compensation Program Specialist I: Positions allocated to this level do not perform a full range of claims management or employer services program duties. Rather, incumbents utilize advanced knowledge of regulations, policies and procedures to carry out one or more highly specialized portions of a fully-operational benefit or insurance services program. Within the limits of the program guidelines, incumbents follow and apply multiple, complex instructions, procedures and rules and select alternative methods that affect the manner and speed with which program operations are carried out. Data sources needed to make choices and determinations are numerous and variable, so independent judgment and analysis is needed to develop the practical course of action and solve problems within the established process. Incumbents independently seek additional information within and outside the department to verify program activities and balance program expenditures or payments and to detect and resolve problems or errors.

The following examples of duties and responsibilities are typical of positions that are allocated to this level:

- Compile employer information such as number of employees, type of business, type of ownership and prior insurance history; apply appropriate laws and regulations to establish or update industrial insurance coverage for Nevada's employers; and explain the basic requirements of coverage. Incumbents perform calculations using addition, subtraction, multiplication and division of whole numbers and fractions to determine estimated premiums, advance deposits and payroll adjustments. All documentation prepared to establish or maintain employers' industrial insurance coverage is reviewed by the supervisor for accuracy, completeness and compliance with the law.

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CLASS CONCEPTS (cont'd)

Workers' Compensation Program Specialist I (cont'd)

- Perform quality control reviews of employer audits which are conducted in the field by agency auditing staff and enter specific components of the audit into the computerized information system to record, verify and reconcile the audit results and calculate the amount of the full and/or final premium due from the employer. Incumbents access account histories through the automated information system and apply knowledge of various industrial insurance laws, regulations and procedures to verify that employer coverage, payroll reported and periods of coverage are consistent with information contained in the audit package. Discrepancies which affect the results of the audit are reviewed with the auditor and/or the supervisor and resolved before corrections are made.
- Coordinate and implement actions approved by the claims manager relative to the acceptance, denial or reopening of claims; payment of compensation and disability awards and payment of medical expenses related to the claim. In the absence of the claims manager or as workload necessitates, determine compensability of claims and evaluate claimants' eligibility for disability compensation. Incumbents review provider billings to verify their completeness, accuracy and acceptability under the applicable rules, regulations and fee schedules; contact medical providers by phone and in writing for clarification of billing statements; confer with supervisory staff and service providers regarding discrepancies; and enter appropriate payment authorizations including corrections and additions into the automated information system to initiate appropriate payment.
- Review industrial injury claims which require medical treatment only for completeness and accuracy; obtain any additional information necessary to accept a claim; and monitor the claim for appropriate treatment and care, indications of third party action, and ratable conditions in order to effectively and efficiently assist the claims manager in guiding the claim to a successful closure. Complex medical issues are referred to the team nurse or medical consultants and complex claims management issues and requests for costly procedures are referred to the Workers' Compensation Program Specialist for resolution.
- Process cost adjustments to the claims files by verifying and balancing claims expenditures and reconciling discrepancies within the automatic accounting system; selecting appropriate accounting codes to record changes; and preparing vouchers and changer orders to correct discrepancies and document changes.

This class is distinguished from the Workers' Compensation Technician series by greater complexity of program assignments; a greater degree of independence in selecting methods and applying rules; and a greater variety and higher level of knowledge, skills and abilities required to apply multiple, complex procedures and rules and consider numerous and variable data sources to implement a highly technical phase of benefit delivery or insurance services.

Positions allocated to this level of the series function below the journey level and progression to the next level is not automatic.

MINIMUM QUALIFICATIONS

SPECIAL NOTES AND REQUIREMENTS:

- * Positions in this series require specialized experience in a specified workers' compensation area which will be designated at the time of recruitment.

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MINIMUM QUALIFICATIONS (cont'd)

WORKERS' COMPENSATION PROGRAM SPECIALIST V

EDUCATION AND EXPERIENCE: Graduation from high school or the equivalent and one year of advanced journey-level professional workers' compensation experience pertinent to the program assignment which included the exercise of independent judgement in rendering decisions and the interpretation and application of existing laws, regulations and procedures within a fully operational program equivalent to a Workers' Compensation Program Specialist IV; **OR** an equivalent combination of education and experience. *(See Special Notes and Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: the agency's policies and procedures and the relationship of the agency with other departments, institutions, the legal system and the medical community. **Ability to:** apply subjective judgment in considering program alternatives and selecting an appropriate course of action; make correct and independent decisions without review from a higher authority; *and all knowledge skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: workers' compensation procedures and activities which enable performance of a full range of highly specialized functional subject areas. **Working knowledge of:** all aspects of managing a specialized case load of industrial illness claims or managing principal component of a fully operational workers' compensation program. **Ability to:** interact with various levels of management on an agency-wide basis to resolve problems and make program recommendations.

WORKERS' COMPENSATION PROGRAM SPECIALIST IV

EDUCATION AND EXPERIENCE: Graduation from high school or the equivalent and one year of journey-level professional workers' compensation experience pertinent to the program assignment which included the interpretation and application of existing laws, regulations and procedures in rendering decisions regarding all aspects of a fully operational program equivalent to a Workers' Compensation Program Specialist III; **OR** graduation from high school or the equivalent and three years of paraprofessional workers' compensation experience equivalent to a Workers' Compensation Program Specialist I which included the review and verification of data from a variety of sources; application of multiple, complex program regulations, policies and procedures and selection of alternative methods that affect the manner and speed with which program operations are carried out; **OR** an equivalent combination of education and experience. *(See Special Notes and Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Ability to: coordinate various facets of a highly complex program with internal staff and external clients, service providers and legal representatives by determining the time, place and sequence of actions to be taken on the basis of the analysis of data; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: medical terminology, the nature of disabling injuries, health care services and the psychological impact of industrial injuries applicable to the disability prevention program assignment. **Ability to:** analyze, project and monitor program costs for reserving purposes; synthesize and summarize complex technical information into verbal and written expression for presentation to clients, employers and service providers.

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MINIMUM QUALIFICATIONS (cont'd)

WORKERS' COMPENSATION PROGRAM SPECIALIST III

EDUCATION AND EXPERIENCE: Graduation from high school or the equivalent and one year of professional workers' compensation experience pertinent to the program assignment which included conducting independent administrative review and analysis of selected activities within a fully operational program for the purpose of determining program compliance equivalent to a Workers' Compensation Program Specialist II; **OR** graduation from high school or the equivalent and two years of paraprofessional workers' compensation experience equivalent to a Workers' Compensation Program Specialist I which included the review and verification of data from a variety of sources; application of multiple, complex program regulations, policies and procedures and selection of alternative methods that affect the manner and speed with which program operations are carried out; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Ability to: read and interpret complex regulations, policies and procedures and convey their meaning to subordinate staff and the public; analyze information, problems, situations, practices and procedures to identify relative concerns, formulate objective conclusions and recognize alternatives and their implications; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typical acquired on the job):

Working knowledge of: regulations, policies, and procedures pertinent to the program assignment including service delivery, payment or collection processes, and the authorization process. **General knowledge of:** pertinent legal processes in order to interpret and implement hearing decisions, stipulations and orders; the inter-relationship of the assigned program with other programs administered by the department. **Ability to:** research and interpret professional guides and standards such as Larson's Workmen's Compensation Law and the AMA Guides to Permanent Partial Disabilities; explain and validate complex program requirements and features such as retrospective ratings, experience modification factors, risk classification, and permanent partial disability awards to clientele and internal departmental staff; analyze and compare procedures and determine whether they are similar to or different from prescribed standards.

WORKERS' COMPENSATION PROGRAM SPECIALIST II

EDUCATION AND EXPERIENCE: Graduation from high school or the equivalent and one year of paraprofessional workers' compensation experience equivalent to a Workers' Compensation Program Specialist I which included the review and verification of data from a variety of sources; application of multiple, complex program regulations, policies and procedures and selection of alternative methods that affect the manner and speed with which program operations are carried out; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

General knowledge of: accounting and auditing principles. **Ability to:** plan, organize and implement pertinent processes and procedures; motivate others; ability to work as part of a team; persuade others to accept a specific course of action; organize people, information and program material in a systematic way to optimize efficiency and minimize duplication of effort; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: current and historical program guidelines and standards such as medical fee schedules, relative value codes and standards of care; the applicable payment and/or collection process including methods used and remedies available. **Ability to:** review files, reports, billings and information systems data to

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WORKERS' COMPENSATION PROGRAM SPECIALIST II (cont'd)

determine compliance with program regulations, guidelines and standards and communicate findings to appropriate clients, providers and internal staff; supervise subordinate program specialists and technicians including organizing work flow, delegating responsibility, conducting training, evaluating subordinate effectiveness, and administering necessary discipline as assigned; represent contested program decisions at administrative hearings.

WORKERS' COMPENSATION PROGRAM SPECIALIST I

EDUCATION AND EXPERIENCE: Graduation from high school or the equivalent and one year of advanced workers' compensation program support experience equivalent to a Workers' Compensation Technician III which included the selective application of program guidelines and procedures, the review and updating of program documentation, interaction with a variety of internal and external members of the industrial insurance network, and coordination of program support operations; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

General knowledge of: processes, practices, methods and techniques associated with the operation of workers' compensation and industrial insurance programs. **Ability to:** communicate effectively both verbally and writing; read and understand medical and legal documents; add, subtract, multiply and divide whole numbers, decimals and fractions; effectively interact with persons from a variety of economic, cultural, social and educational backgrounds; read, understand and explain complex laws, regulations, and procedures; work independently to prioritize assignments, select appropriate methods and procedures and develop a practical course of action for individual circumstances; identify and understand the needs of internal staff and program clientele and coordinate resources to meet those needs.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: the guidelines and policies pertinent to the program assignment; the automated information system and its application to the program assignment. **Ability to:** interpret and apply the provisions of established departmental policies as applied to unique situations within the program assignment; apply independent judgment, make decisions and authorize effective actions without close supervision; gather information from a variety of sources and prepare a concise summary of data.

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This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

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REVISED:		2/26/76	6/2/75	6/2/75	1/13/78
REVISED:		11/18/77	2/26/76	6/29/77	1/24/84-3
REVISED:		12/19/85-12 8/19/88PC	11/18/77	1/13/78	12/19/85-12
REVISED:		9/16/94PC	1/13/78	1/24/84-3	6/6/86-12
REVISED:			1/24/84-3	12/19/85-12	7/18/86
REVISED:			9/27/84-3	12/18/91UC	12/18/91UC
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REVISED:		12/9/94PC	9/16/94PC	9/16/94PC	9/16/94PC
REVISED:		7/1/95P	7/1/95P	7/1/95P	7/1/95P
REVISED:	5/14/99PC	5/14/99PC	5/14/99PC	5/14/99PC	5/14/99PC